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SURVEY OF WH/ [ ]

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I. PURPOSE:

To study the efficiency of systems, procedures and activities of the WH/ [ ] and to review the personnel requirements.

II. SCOPE AND BACKGROUND:

At the request of the Chief of the WH Support Staff a survey was begun April 1. The survey was confined chiefly to the [ ] personnel and operations. However, in tracing the procedures it was necessary to contact the secretary to the Division Chief and one Branch secretary. A comparative study of other [ ] was made to establish common activities.

III. FINDINGS:

- a. The activities carried on by the WH [ ] are an outgrowth of various requirements placed on them by the components they serve, some requirements appear to be a carry over from the Cuban crises period.
- b. [ ] personnel attempt to render a service 'par excellence' to the "front office".
- c. Certain files kept by the [ ] duplicate themselves and/or overlap similar ones at the Branch or other office levels.
- d. [ ] is retaining chrono copies of cables and dispatches far beyond the six-month limit established for these files in the DDP area.
- e. Operations performed by the [ ] appear to be conducted without benefit of approved policy or plans giving rise to considerable flexibility.
- f. Extensive overtime is being utilized to perform normal day to day operations.
- g. Uneconomical use of filing equipment.
- h. Personnel assignments and requirements should be realigned for better utilization of skills.

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IV. CONCLUSION:

By streamlining procedures, realigning assignments, discontinuing the maintenance of duplicate files, and eliminating unnecessary detailed operations, the efficiency of working operations could be improved and overtime in the [ ] reduced by approximately 85%.

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V. ATTACHMENTS SUPPORTING THE SURVEY INCLUDE:

- a. Discussion of WH [ ] activities,
- b. A comparison of WH, EE, NE, and WE [ ]
- c. Report of Overtime for WH [ ]
- d. Recommendations.

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